

Method of Payment



Credit Card (No COD)

Include credit card name, number, expiration date and authorized signature. Credit card approval is contingent upon address and credit verification.

Existing Accounts

Terms are net 30 days. Shipping and sales tax will be added to your invoice if applicable.

New Accounts

Private institutions and businesses may open an account by submitting a credit application with appropriate references. Public institutions and well-rated corporations may not need to provide

credit references. Individuals should prepay by check or credit card. Include shipping charges with prepaid orders. Customers without accounts may contact our **Billing & Credit Department at 1-800-782-1397.**

Sales Tax

Sales tax will be added to your invoice based on the ship-to destination unless we are provided with a valid exemption certificate.

Check or Prepaid Orders

Include appropriate sales tax, unless you have furnished a tax exempt certificate. Remit to:

Gaylord Bros., Inc.
PO Box 4901
Syracuse, NY 13221-4901

Pricing & Terms

We make every effort to hold pricing for the stated life of this catalog. However, Gaylord continually evaluates its products for design and value; therefore we reserve the right to make changes and improvements without prior notice.

For more information regarding our terms of sale, visit our website at www.gaylord.com.

Billing & Credit

Call: 1-800-782-1397

8:00 am–4:30 pm EST Monday–Friday

Fax: 1-315-457-9655

Email: receivables@gaylord.com

Shipping Information


Shipping & Processing

You can obtain your shipping and processing charges quickly by going to www.gaylord.com. Just fill your shopping cart with the items and quantities you want, then click "Calculate Shipping & Processing & Taxes," and enter your ship-to zip code when prompted. You will then see an estimate of your shipping and processing charges (based on the shipping date of your order) for the items in your shopping cart. Tip: If you already know your part numbers, use "Quick Order" to speedily add items to your cart.

You can also call **1-800-448-6160** between 8:00 am–7:00 pm EST Monday through Thursday and 8:00 am–6:00 pm EST Friday for exact charges. What we quote is what you'll pay.

Our shipping and processing charges include the cost of processing your order, handling and packaging the products and delivery to you and/or to the recipients you designate.

Unless otherwise specified, all shipments are made FOB origin, via FedEx, UPS, USPS or common carrier, depending on weight, size and quantity.

 The truck icon indicates common carrier delivery.

Items too heavy or too large to ship by small package carrier will be shipped LTL (less than truckload) common carrier. Inside delivery is subject to an additional charge.

NOTE: Weights shown in catalog do not include packing material.

Inspect Your Shipment

Before you sign the carrier's delivery receipt, check for external damage and concealed damage. Make sure you have all cartons listed. Note any damage or shortage on the delivery receipt to ensure carrier liability and freight claim payment.

Contact **Gaylord Customer Service** for a replacement and for assistance in filing a freight claim.

You must retain all damaged cartons and inner packaging material with damaged merchandise on your premises until further notice. The carrier may require an inspection.

Delivery & Installation Service

Gaylord provides seamless delivery from our dock to your door. If you do not have a receiving dock or adequate resources to unload shipments, or should you require on-site installation or unpack and set-up services for large furniture shipments, we will make the necessary arrangements for an additional charge. Call **Customer Service** for more information.

Return Process

All returns must be accompanied with a Return Authorization (RA) number. This will ensure quick and accurate processing of your return. For your convenience, we provide 3 easy ways for you to obtain your RA#:

1. Complete our online return form at <http://www.gaylord.com/rma.htm>. We will then call you with your RA#.
2. Call **Customer Service at 1-800-634-6307** and request an RA#.
3. Complete the Return Authorization form on the back of your packing slip and fax it to **1-800-272-3412**. We will then call you with your RA#.

When you have your RA#, simply enter it in the appropriate space on the Return Form printed on the back of the packing slip and enclose the form with your product return.

100% Satisfaction Guaranteed— From Your Trusted Source

If you are not completely satisfied with our products or service, please contact us and we'll make it right. That's our Gaylord promise to you.



Secure Online Shopping at www.Gaylord.com

VeriSign and McAfee Secure